

Healthy Indiana Plan Health Plan Summary



Contact Information

Member Services: 1-866-408-6131

Transportation Service:

1-800-508-7230

Pharmacy: 1-800-577-1278

or 317-655-3240

Hospitals and

Specialists – Other Providers:

1-866-408-6131 or www.anthem.com

Provider Services: 1-800-345-4344

TTY/TDD: 1-866-408-7188

Website: www.anthem.com

Hours of Operation:

7 a.m. to 7 p.m. EST

Monday - Friday

Nurse on-call

24 hours/day – 7 days / week

1-866-800-8780

Our nurses help you with questions about your health.

Co-pays

Emergency room:

Childless Adults – \$25

Emergency Room (for non-emergency

services): Adults with Children –

\$3, \$6, or \$25 – 20% of the cost of

services provided during the visit

(whichever is less). Co-pay amounts are based on family income level.

POWER Account Payments

You can make payments to your POWER Account in one of these ways:

- Employer contributions
- Credit card by calling Customer Service
- Automatic bank draft
- Check or money order
- Cash or debit card at any Indiana Wal-Mart store
- On-line payment
- Payroll deduction



Contact Information

Member Services:

1-877-MHS-4U4U (1-877-647-4848)

Pharmacy: 1-800-577-1278

or 317-655-3240

Hospitals, Provider Services, and

Specialists – Other Providers:

1-877-MHS-4U4U (1-877-647-4848)

or www.mhsindiana.com

TTY/TDD: 1-800-743-3333

Website: www.mhsindiana.com

Hours of Operation:

Member and Provider Services call

center: 7 a.m. to 7 p.m.

Referrals and Authorizations call

center: 8 a.m. to 5 p.m., closed for lunch from 12 p.m. to 1 p.m.

MHS Disease Management: 8:30 a.m. to 5:00 p.m.

After hours, you can leave a message.

We will return your call the next business day.

Nurse on-call

24 hours / day – 7 days / week

1-877-MHS-4U4U (1-877-647-4848)

Our nurses help you with questions about your health 24/7.

Co-pays

Emergency room: Adults with

Children – \$3, \$6, or \$25 – 20% of the cost of services provided during the visit (whichever is less). Co-pay amounts are based on family income level.

POWER Account Payments

You can make payments to your POWER Account in one of these ways:

- Cash, check, or money order
- Debit or credit card
- Electronic Funds Transfer (EFT)
- Payroll deductions by your employer
- Western Union
- Via the MHS website



Contact Information

Member Services:

1-800-356-1204 or 317-630-2831

Option 3, Option 4 for Spanish

Pharmacy: 1-800-577-1278

or 317-655-3240

Hospitals, Provider Services, and

Specialists – Other Providers:

MDwise.org/healthyindiana/providersearch or call 1-800-356-1204 or 317-630-2831

TTY/TDD: 1-800-743-3333 or 711

Website: MDwise.org/healthyindiana

Hours of Operation:

7 a.m. to 7 p.m. EST Monday - Friday

For non-urgent calls, you can leave a message after hours. We will return your call the next business day.

Nurse on-call

24 hours / day – 7 days / week

1-800-356-1204 Option 3

Our nurses help you with questions about your health.

Co-pays

Emergency room: \$3 - \$25. Co-pays are based on family income level, and are listed on your MDwise card. The co-pay will be waived if you are hospitalized.

POWER Account Payments

You or your employer can make payments to your POWER Account in one of these ways:

- Check or money order
- Cash at Fifth Third Bank locations
- Credit or debit card payments by phone
- WISEpay system at MDwise.org for:
 - Electronic credit or debit card payments online
 - Automatic payroll deduction
 - Automatic bank draft
 - Automatic clearinghouse (ACH)
 - Electronic funds transfer (EFT)

Note: your employer can contribute up to 50% of your contribution amount. Have your employer visit MDwise.org/employer for more information.



Care Management Services

We provide care management services to help you get the right health care services at the right time.

Disease Management Programs

We offer programs to help you and your family members understand and manage health conditions like:

- Asthma
- Congestive heart failure
- Diabetes
- Kidney disease

Enhanced Services

- **Free transportation** to covered medical providers including physician office.
- **\$25 gift card** for completing health needs survey on-line / **\$15 gift card** for completing by telephone
- **\$25 gift card** for having initial check up with PMP in first 90 days
- **Free member education meetings.**
- **Community resource centers** for use of Internet and connection to other community resources.

Educational Programs

We're here to help! You deserve our personal attention when it comes to your health. Of course, you can reach us by phone at any time you have questions about your health plan.

To get you off to a good start, we offer weekly **New Member Education Meetings** at various sites in the state. The more you know about your health plan, the better you will understand how it works.

Come meet our friendly staff. Learn about your benefits and POWER account and ask any questions you may have to get the most from your health plan. We can help you connect with community resources you can use for your other needs as well.

You can count on us to help you make decisions that can improve your health and access the care and help you need.



Care Management Services

We offer programs to help you and your family members understand and manage certain health conditions.

Disease Management Programs

We offer programs to help you and your family members understand and manage health conditions like:

- Asthma
- Pregnancy
- Coronary artery disease
- Chronic kidney disease
- Depression
- ADHD
- Autism/Pervasive developmental disease
- Congestive heart failure
- Diabetes
- Special healthcare needs

Enhanced Services

- **CentAccount™ Program** offers rewards to members for achieving healthy behaviors such as annual well-visits with PMPs and completion of the Health Risk Screening (HRS).
- **Community resources** available to assist with questions or concerns such as the Family Education Network and Family Ombudsman.
- **Enhanced asthma management** services to help.

Educational Programs

MemberConnections Services helps you find services that your family may need such as shelter, food, and clothing.

Stop Tobacco Use Counseling Referrals helps you get free counseling to stop using tobacco, through our partnership with the Indiana Quit Line (1-800-QUIT-NOW).



Care Management Services

We offer care management services to help you get the right health care services at the right time.

Disease Management Programs

Be INcontrol of your health. INcontrol is a program to help our members manage health conditions they have such as:

- Asthma
- Congestive heart failure
- Coronary artery disease
- Chronic kidney disease
- Chronic obstructive pulmonary disease
- Depression
- Diabetes
- Pervasive development disorders

Enhanced Services

- **Free, unlimited preventive care services** with no charge to your POWER account.
- **MDwise Rewards Program** Earn points for a variety of activities and then shop for rewards once the activity is completed. Some activities include: signing up for myMDwise Member Portal, getting your yearly physical exam and making monthly payments on time.
- **myMDwise Member Portal** is an online tool available 24 hours a day, 7 days a week at MDwise.org for viewing your POWER account balance, pharmacy claims, preventive service information, making payments to your POWER account through WISEpay, general account information and more.
- **Health Survey** Your health information will help us help you. Complete a health survey online at MDwise.org or by calling a MDwise representative.
- **Special Programs** MDwise offers many extra programs to help you and your family stay healthy.

Educational Programs

WEIGHTwise helps you lose or gain weight, or stay at a healthy weight.

WELLNESSchats offers fun, educational community events where you can learn about good health.

HELPlink puts you in touch with health professionals that can help you with your family's health and well-being.

SMOKE-free provides you with free resources to help you stop smoking or chewing tobacco including the Indiana Quit Line (1-800-Quit-Now).